

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 730 Section 115

Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)

	January	February	March	Qtr Average
IL TOTAL	3.60	3.32	3.06	3.33

Operator Answer Time - Information - Section 730.510(a)(1)

	January	February	March	Qtr Average
IL TOTAL	8.19	4.55	4.72	5.84

Repair Office Answer Time - Section 730.510(b)(1)

	January	February	March	Qtr Average
IL TOTAL	97.24	58.68	84.96	80.13

Business or Customer Service Answer Time - Section 730.510(b)(1)

Customer Class	January	February	March	Qtr Average
Consumer	44.89	49.46	72.70	55.30
Business	75.18	96.39	117.93	96.80
IL TOTAL	48.42	55.13	78.39	60.32

Percent of Service Installations - Section 730.540(a)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	97.91%	94.11%	95.12%	95.56%
IL Chicago Beverly	98.61%	98.33%	91.20%	96.03%
IL Chicago Loop	98.73%	97.42%	92.37%	95.98%
IL Chicago Montrose	98.58%	96.80%	91.71%	95.04%
IL Chicago Prospect	97.99%	94.98%	86.44%	91.98%
IL Chicago Ronald St.	97.82%	97.08%	n/a	97.41%
IL Chicago Stewart	98.76%	98.64%	92.48%	96.36%
IL Cicero	98.93%	93.93%	91.47%	94.12%
IL East St.Louis	98.61%	93.41%	92.07%	94.36%
IL Evanston	97.68%	95.36%	91.12%	94.55%
IL Gurnee	98.62%	96.74%	95.36%	96.70%
IL Kankakee	98.60%	91.81%	90.12%	93.30%
IL McHenry	98.80%	96.83%	97.10%	97.48%
IL Montgomery	98.43%	92.52%	n/a	95.10%
IL Orland	98.59%	93.36%	96.01%	95.78%
IL Peoria	98.60%	95.24%	94.21%	95.83%
IL Rockford	98.73%	94.80%	94.75%	95.88%
IL Springfield	99.00%	96.85%	98.27%	97.96%
IL St. Charles	98.92%	94.67%	97.27%	96.79%
IL Unknown	100.00%	90.41%	100.00%	95.14%
IL TOTAL	98.52%	95.28%	93.24%	95.51%

The Ronald and Montgomery Districts have been eliminated during the Third Quarter in a reorganization of Network Operations. This organizational change was reflected at different times for different measures as reporting systems were updated.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 730 Section 115

Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	93.22%	95.58%	93.45%	94.14%
IL Chicago Beverly	92.99%	89.82%	93.28%	92.07%
IL Chicago Loop	92.79%	94.17%	92.72%	93.23%
IL Chicago Montrose	92.07%	92.20%	92.05%	92.09%
IL Chicago Prospect	94.27%	92.76%	94.56%	93.94%
IL Chicago Ronald St.	88.08%	89.88%	n/a	88.98%
IL Chicago Stewart	90.13%	92.50%	92.04%	91.52%
IL Cicero	96.82%	96.56%	97.13%	96.86%
IL East St.Louis	93.31%	95.07%	97.93%	95.07%
IL Evanston	91.84%	92.27%	92.73%	92.28%
IL Gurnee	92.97%	92.86%	92.00%	92.59%
IL Kankakee	89.23%	93.59%	92.05%	91.54%
IL McHenry	94.89%	95.03%	95.29%	95.07%
IL Montgomery	92.32%	96.45%	n/a	94.32%
IL Orland	96.53%	95.77%	97.55%	96.60%
IL Peoria	92.43%	98.25%	98.37%	96.15%
IL Rockford	93.41%	92.36%	91.70%	92.55%
IL Springfield	95.07%	96.39%	96.13%	95.85%
IL St. Charles	96.02%	96.40%	96.01%	96.14%
IL Unknown	86.36%	50.00%	100.00%	87.88%
IL TOTAL	93.20%	94.27%	94.31%	93.91%

Trouble Reports per 100 Access Lines - Section 730.545(a)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	1.51	1.45	1.24	1.40
IL Chicago Beverly	3.10	3.07	3.00	3.06
IL Chicago Loop	0.92	0.90	0.79	0.87
IL Chicago Montrose	1.54	1.70	1.56	1.61
IL Chicago Prospect	2.56	2.47	1.94	2.30
IL Chicago Ronald St.	1.88	n/a	n/a	1.88
IL Chicago Stewart	3.08	2.94	2.84	2.95
IL Cicero	1.93	2.01	1.54	1.81
IL East St.Louis	3.50	2.56	1.24	2.43
IL Evanston	1.66	1.60	1.56	1.61
IL Gurnee	1.32	1.48	1.17	1.32
IL Kankakee	2.56	2.47	2.34	2.46
IL McHenry	1.51	1.48	1.20	1.39
IL Montgomery	1.76	n/a	n/a	1.76
IL Orland	1.72	2.07	1.62	1.80
IL Peoria	1.45	1.50	0.85	1.26
IL Rockford	1.81	1.95	1.56	1.77
IL Springfield	1.92	1.80	1.19	1.64
IL St. Charles	1.37	1.53	1.05	1.32
IL Unknown	3,500.00	18.52	22.22	1,180.25
IL TOTAL	1.82	1.78	1.43	1.67

The Ronald and Montgomery Districts have been eliminated during the Third Quarter in a reorganization of Network Operations. This organizational change was reflected at different times for different measures as reporting systems were updated.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 730 Section 115

Percent Repeat Trouble reports - Section 730.545(c)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	7.91%	11.61%	11.62%	10.24%
IL Chicago Beverly	10.65%	13.90%	12.00%	12.03%
IL Chicago Loop	10.19%	14.99%	10.26%	11.63%
IL Chicago Montrose	7.74%	10.62%	10.13%	9.50%
IL Chicago Prospect	7.79%	12.23%	10.67%	10.04%
IL Chicago Ronald St.	7.63%	11.18%	n/a	9.22%
IL Chicago Stewart	9.06%	12.12%	10.00%	10.22%
IL Cicero	8.28%	10.09%	9.76%	9.36%
IL East St.Louis	4.29%	12.73%	14.20%	8.46%
IL Evanston	9.67%	13.04%	10.88%	11.03%
IL Gurnee	8.44%	13.34%	13.70%	11.71%
IL Kankakee	10.32%	14.68%	10.09%	11.49%
IL McHenry	8.39%	12.44%	13.20%	11.12%
IL Montgomery	10.64%	12.32%	n/a	11.34%
IL Orland	9.07%	12.19%	13.70%	11.48%
IL Peoria	6.91%	11.68%	10.62%	9.33%
IL Rockford	8.69%	11.97%	12.68%	10.63%
IL Springfield	7.37%	15.67%	14.72%	11.82%
IL St. Charles	7.57%	10.46%	11.18%	9.52%
IL Unknown	0.10%	0.00%	0.31%	0.10%
IL TOTAL	8.19%	12.17%	11.46%	10.34%

Percent of Installation Trouble reports - Section 730.545(f)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	10.88%	12.35%	11.97%	11.79%
IL Chicago Beverly	12.92%	14.24%	15.95%	14.41%
IL Chicago Loop	10.76%	12.59%	12.04%	11.87%
IL Chicago Montrose	13.31%	14.28%	15.24%	14.44%
IL Chicago Prospect	12.74%	14.22%	15.92%	14.60%
IL Chicago Ronald St.	12.42%	12.63%	n/a	12.53%
IL Chicago Stewart	13.44%	15.93%	18.86%	16.31%
IL Cicero	11.50%	11.67%	11.85%	11.70%
IL East St.Louis	9.14%	9.98%	10.19%	9.82%
IL Evanston	9.94%	10.62%	13.53%	11.45%
IL Gurnee	11.10%	10.96%	11.53%	11.22%
IL Kankakee	12.84%	11.93%	14.30%	13.02%
IL McHenry	9.21%	8.35%	9.96%	9.20%
IL Montgomery	11.34%	11.93%	n/a	11.67%
IL Orland	9.59%	9.67%	11.73%	10.40%
IL Peoria	7.97%	8.76%	8.47%	8.45%
IL Rockford	8.50%	8.64%	9.07%	8.75%
IL Springfield	8.37%	8.46%	8.77%	8.55%
IL St. Charles	10.04%	10.08%	10.52%	10.21%
IL Unknown	11.54%	6.25%	6.00%	7.05%
IL TOTAL	10.90%	11.39%	12.48%	11.62%

The Ronald and Montgomery Districts have been eliminated during the Third Quarter in a reorganization of Network Operations. This organizational change was reflected at different times for different measures as reporting systems were updated.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 730 Section 115

Missed Repair Appointments - Section 730.545(h)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	14	31	34	26
IL Chicago Beverly	21	27	64	37
IL Chicago Loop	26	60	48	45
IL Chicago Montrose	17	24	37	26
IL Chicago Prospect	20	55	72	49
IL Chicago Ronald St.	38	41	79	53
IL Chicago Stewart	34	46	71	50
IL Cicero	21	31	31	28
IL East St.Louis	23	41	6	23
IL Evanston	18	42	43	34
IL Gurnee	13	27	23	21
IL Kankakee	41	37	68	49
IL McHenry	10	21	15	15
IL Montgomery	18	18	29	22
IL Orland	31	34	23	29
IL Peoria	12	9	18	13
IL Rockford	10	22	10	14
IL Springfield	12	10	7	10
IL St. Charles	17	33	32	27
IL Unknown	0	0	0	0
IL TOTAL	396	609	710	572

Missed Installation Appointments - Section 730.545(d)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	37	43	34	38
IL Chicago Beverly	27	30	40	32
IL Chicago Loop	37	50	58	48
IL Chicago Montrose	35	38	45	39
IL Chicago Prospect	36	33	65	45
IL Chicago Ronald St.	23	25	47	32
IL Chicago Stewart	34	44	43	40
IL Cicero	17	25	31	24
IL East St.Louis	23	17	19	20
IL Evanston	31	27	64	41
IL Gurnee	30	30	38	33
IL Kankakee	43	34	50	42
IL McHenry	31	22	34	29
IL Montgomery	24	32	39	32
IL Orland	56	59	61	59
IL Peoria	18	19	12	16
IL Rockford	6	18	7	10
IL Springfield	11	13	8	11
IL St. Charles	40	39	38	39
IL Unknown	22	16	53	30
IL TOTAL	581	614	786	660

The Ronald and Montgomery Districts have been eliminated during the Third Quarter in a reorganization of Network Operations. This organizational change was reflected at different times for different measures as reporting systems were updated.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

July 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$97.45	102	1	0	0	0	618	0
IL Chicago Beverly	\$284.20	107	17	1	0	0	511	0
IL Chicago Loop	\$231.27	156	5	3	1	0	519	0
IL Chicago Montrose	\$255.20	160	9	0	1	1	664	0
IL Chicago Prospect	\$382.91	111	12	7	1	2	671	0
IL Chicago Ronald St.	\$400.91	165	28	5	0	0	682	0
IL Chicago Stewart	\$569.30	153	27	3	1	2	823	0
IL Cicero	\$154.90	128	5	0	0	0	324	0
IL East St.Louis	\$875.39	88	44	20	3	1	2,024	0
IL Evanston	\$462.71	178	23	3	1	2	510	0
IL Gurnee	\$271.46	164	12	1	0	0	341	0
IL Kankakee	\$664.90	250	25	6	1	0	838	0
IL McHenry	\$231.24	116	10	0	1	0	441	0
IL Montgomery	\$258.60	175	10	0	0	0	344	0
IL Orland	\$142.18	91	3	0	0	1	376	0
IL Peoria	\$377.47	86	23	3	0	0	412	0
IL Rockford	\$158.59	90	10	1	0	0	273	0
IL Springfield	\$243.89	81	9	3	1	0	496	0
IL St. Charles	\$175.99	109	6	1	0	0	316	0
IL Unknown	\$72.83	28	1	2	0	0	8	0
IL TOTAL	\$6,311.39	2,538	280	59	11	9	11,191	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

August 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$120.93	37	4	2	0	0	635	0
IL Chicago Beverly	\$365.58	63	24	2	0	0	669	0
IL Chicago Loop	\$163.37	56	5	0	0	5	531	0
IL Chicago Montrose	\$93.75	64	6	1	0	0	834	0
IL Chicago Prospect	\$221.60	89	10	1	1	0	906	0
IL Chicago Ronald St.	\$324.10	127	18	0	0	1	882	0
IL Chicago Stewart	\$209.00	66	9	2	0	0	791	0
IL Cicero	\$126.11	49	5	0	1	0	540	0
IL East St.Louis	\$163.19	49	6	2	0	1	978	0
IL Evanston	\$219.45	105	13	1	1	0	562	0
IL Gurnee	\$178.18	69	6	2	0	1	515	0
IL Kankakee	\$235.71	95	8	1	0	2	926	0
IL McHenry	\$158.74	71	6	2	0	0	326	0
IL Montgomery	\$92.46	41	4	1	0	0	519	0
IL Orland	\$171.81	70	5	1	0	2	395	0
IL Peoria	\$53.23	16	4	0	0	0	329	0
IL Rockford	\$464.62	104	24	8	2	1	59	0
IL Springfield	\$231.01	38	3	4	1	2	279	0
IL St. Charles	\$86.94	32	4	1	0	0	780	0
IL Unknown	\$55.25	12	2	1	0	0	12	0
IL TOTAL	\$3,735.03	1,253	166	32	6	15	11,468	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

September 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$172.45	79	8	2	0	0	470	0
IL Chicago Beverly	\$338.80	92	18	1	0	0	968	0
IL Chicago Loop	\$359.24	96	15	3	2	3	376	0
IL Chicago Montrose	\$298.18	97	17	2	2	1	702	0
IL Chicago Prospect	\$245.07	71	10	1	2	0	595	0
IL Chicago Ronald St.	\$418.57	127	29	3	1	0	676	0
IL Chicago Stewart	\$568.88	97	20	5	1	4	1,083	0
IL Cicero	\$131.19	46	7	3	0	0	588	0
IL East St.Louis	\$50.09	19	2	1	0	0	99	0
IL Evanston	\$468.15	122	24	6	2	1	623	0
IL Gurnee	\$413.47	144	26	1	0	1	441	0
IL Kankakee	\$654.29	140	28	6	2	0	1,309	0
IL McHenry	\$224.88	88	11	0	0	1	157	0
IL Montgomery	\$133.59	40	2	3	0	0	485	0
IL Orland	\$108.54	41	9	0	0	0	218	0
IL Peoria	\$9.83	7	1	0	0	0	82	0
IL Rockford	\$502.38	81	23	10	2	1	8	0
IL Springfield	\$51.70	31	0	1	0	0	64	0
IL St. Charles	\$156.07	87	6	1	0	0	246	0
IL Unknown	\$136.94	23	0	2	0	1	8	0
IL TOTAL	\$5,442.31	1,528	256	51	14	13	9,198	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

July 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$330.77	9	2	0	225	0
IL Chicago Beverly	\$983.04	13	0	1	100	0
IL Chicago Loop	\$624.66	14	3	0	218	0
IL Chicago Montrose	\$1,005.21	34	0	2	209	0
IL Chicago Prospect	\$810.35	26	0	1	218	0
IL Chicago Ronald St.	\$741.23	26	0	1	223	0
IL Chicago Stewart	\$306.10	15	0	0	164	0
IL Cicero	\$599.52	19	0	1	129	0
IL East St.Louis	\$779.57	14	3	1	113	0
IL Evanston	\$644.44	26	0	0	180	0
IL Gurnee	\$901.94	14	0	3	199	0
IL Kankakee	\$1,922.64	27	0	3	175	0
IL McHenry	\$1,057.35	22	3	0	173	0
IL Montgomery	\$1,417.59	18	2	6	136	0
IL Orland	\$2,064.50	21	0	4	227	0
IL Peoria	\$640.14	18	1	1	112	0
IL Rockford	\$425.98	9	0	1	88	0
IL Springfield	\$1,486.72	14	0	3	73	0
IL St. Charles	\$4,905.67	22	1	2	199	0
IL Unknown	\$427.90	12	0	2	0	0
IL TOTAL	\$22,075.32	373	15	32	3,161	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

August 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$2,226.40	17	0	4	398	0
IL Chicago Beverly	\$691.23	14	0	2	160	0
IL Chicago Loop	\$2,073.67	27	1	3	280	0
IL Chicago Montrose	\$1,034.59	40	0	1	302	0
IL Chicago Prospect	\$1,579.83	30	0	3	381	0
IL Chicago Ronald St.	\$915.20	34	1	1	344	0
IL Chicago Stewart	\$486.32	20	0	1	244	0
IL Cicero	\$785.12	24	1	1	257	0
IL East St.Louis	\$4,315.18	41	3	12	278	1
IL Evanston	\$796.12	27	0	0	278	0
IL Gurnee	\$635.21	27	0	0	281	0
IL Kankakee	\$2,751.21	30	0	5	441	0
IL McHenry	\$5,695.79	31	0	4	295	0
IL Montgomery	\$2,733.86	39	1	7	230	0
IL Orland	\$1,462.16	36	1	3	553	1
IL Peoria	\$895.98	34	1	0	260	0
IL Rockford	\$928.20	28	0	1	211	0
IL Springfield	\$836.24	21	2	1	158	0
IL St. Charles	\$1,319.57	33	1	0	446	0
IL Unknown	\$183.32	1	1	2	11	0
IL TOTAL	\$32,345.20	554	13	51	5,808	2

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

September 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$695.04	20	1	0	362	0
IL Chicago Beverly	\$1,060.96	48	0	0	261	0
IL Chicago Loop	\$2,031.51	89	0	0	408	0
IL Chicago Montrose	\$1,595.47	76	1	0	443	0
IL Chicago Prospect	\$3,232.87	141	0	0	653	0
IL Chicago Ronald St.	\$2,557.31	100	0	1	539	0
IL Chicago Stewart	\$2,538.06	109	1	0	302	0
IL Cicero	\$2,205.71	58	0	1	299	0
IL East St.Louis	\$1,640.31	28	1	3	347	0
IL Evanston	\$2,110.46	75	1	2	353	0
IL Gurnee	\$1,363.85	54	0	0	273	0
IL Kankakee	\$2,584.03	69	1	3	452	0
IL McHenry	\$862.22	38	0	0	237	0
IL Montgomery	\$3,338.68	30	0	6	283	0
IL Orland	\$2,018.87	43	1	4	325	0
IL Peoria	\$1,601.16	60	2	1	193	0
IL Rockford	\$1,128.43	45	0	1	181	0
IL Springfield	\$1,036.31	17	1	3	128	0
IL St. Charles	\$1,757.24	30	0	3	247	0
IL Unknown	\$593.64	18	0	0	2	0
IL TOTAL	\$35,952.13	1,148	10	28	6,288	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

July 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$2,550.00	51	0
IL Chicago Beverly	\$2,400.00	48	0
IL Chicago Loop	\$3,150.00	63	0
IL Chicago Montrose	\$2,600.00	49	0
IL Chicago Prospect	\$2,800.00	55	0
IL Chicago Ronald St.	\$3,050.00	61	0
IL Chicago Stewart	\$3,400.00	67	0
IL Cicero	\$1,900.00	38	0
IL East St.Louis	\$2,300.00	44	0
IL Evanston	\$2,450.00	49	0
IL Gurnee	\$2,150.00	43	0
IL Kankakee	\$4,200.00	83	0
IL McHenry	\$2,050.00	41	0
IL Montgomery	\$2,100.00	41	0
IL Orland	\$4,350.00	85	0
IL Peoria	\$1,500.00	29	0
IL Rockford	\$800.00	16	0
IL Springfield	\$1,150.00	23	0
IL St. Charles	\$2,850.00	57	0
IL Unknown	\$1,100.00	22	0
IL TOTAL	\$48,850.00	965	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

August 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$3,700.00	74	0
IL Chicago Beverly	\$2,850.00	57	0
IL Chicago Loop	\$5,500.00	106	0
IL Chicago Montrose	\$3,100.00	62	0
IL Chicago Prospect	\$4,400.00	88	0
IL Chicago Ronald St.	\$3,300.00	66	0
IL Chicago Stewart	\$4,500.00	90	0
IL Cicero	\$2,800.00	55	0
IL East St.Louis	\$2,900.00	58	0
IL Evanston	\$3,450.00	68	0
IL Gurnee	\$2,850.00	57	0
IL Kankakee	\$3,550.00	70	0
IL McHenry	\$2,150.00	41	0
IL Montgomery	\$2,500.00	49	0
IL Orland	\$4,650.00	91	0
IL Peoria	\$1,400.00	26	0
IL Rockford	\$2,000.00	39	0
IL Springfield	\$1,150.00	23	0
IL St. Charles	\$3,600.00	70	0
IL Unknown	\$800.00	16	0
IL TOTAL	\$61,150.00	1,206	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Third Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

September 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$3,400.00	68	0
IL Chicago Beverly	\$5,200.00	103	0
IL Chicago Loop	\$5,300.00	105	0
IL Chicago Montrose	\$4,100.00	81	0
IL Chicago Prospect	\$6,850.00	136	0
IL Chicago Ronald St.	\$6,300.00	126	0
IL Chicago Stewart	\$5,700.00	113	0
IL Cicero	\$3,100.00	61	0
IL East St.Louis	\$1,250.00	25	0
IL Evanston	\$5,350.00	105	0
IL Gurnee	\$3,050.00	59	0
IL Kankakee	\$5,900.00	118	0
IL McHenry	\$2,450.00	48	0
IL Montgomery	\$3,400.00	68	0
IL Orland	\$4,200.00	84	0
IL Peoria	\$1,500.00	30	0
IL Rockford	\$850.00	17	0
IL Springfield	\$750.00	14	0
IL St. Charles	\$3,500.00	70	0
IL Unknown	\$2,650.00	53	0
IL TOTAL	\$74,800.00	1,484	0

NOTE: The payment of customer credits is not an indication of poor service quality. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.